



FEEDBACK

HR PERFORMANCE MEASUREMENT SURVEY

May 2006

Thank You!

We would like to take this opportunity to thank each of you for your participation in the Human Resources (HR) Performance Measurement baseline survey. The charts presented are based on Department-wide results.

Your survey results provided a baseline measure of customer satisfaction with HR services overall, and specifically in the areas of training, payroll, benefits and employee relations assistance. This information helped us target the areas that need improvement and to develop effective strategies for addressing the issues. See page 2 for a sample of the actions we are taking in response to the results.

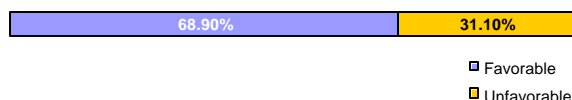
As part of my commitment to continuous improvement, we plan to measure progress by administering the survey again in the summer of 2006. My office is also working with the bureaus to develop transactional surveys designed to measure customer satisfaction with HR services in the areas of recruitment, pay and compensation, and training.

Thank you again for your participation in the HR Performance Measurement baseline survey!

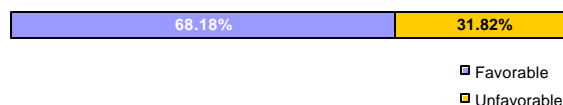
Deborah A. Jefferson
Director,
Office of Human Resources Management

Survey Results

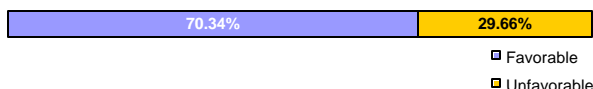
Response to the survey item, "Overall, my servicing HR office met my needs" was favorable:



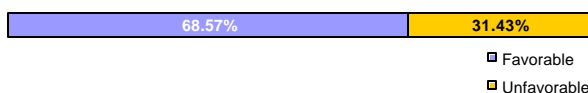
Overall training services provided by my servicing HR office met my needs:



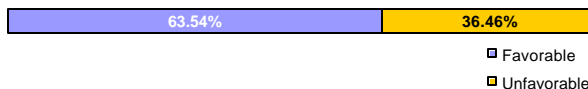
The Payroll Counseling and Administration provided by my servicing HR office met my needs:



The Benefits Counseling and Administration provided by my servicing HR office met my needs:



The Employee Relations Advice and/or Assistance provided by my servicing HR office met my needs:



"Do Not Know/Not Applicable" and "Neutral" responses were excluded from all percentages reported above.

The Department of Commerce has a vested and long-term interest in every employee...

Action Based on Results

• Expanded Career Assistance

After a successful pilot, the Career Assistance Program (CAP) was launched. CAP is comprised of a series of integrated tools, sequential workshops and one-hour individual career planning sessions to help employees actively manage their careers. The workshops address topics such as: Individual Development Plans, job applications, resumes, interview preparation, and other general job search skills. CAP includes employee access to a self-assessment tool. Find out more at: http://www.ohrm.os.doc.gov/Leadership_Development/PR_OD01_001247.html

• Commerce Closes Skill Gaps

The Department narrowed skill gaps in leadership and mission-critical occupations through the strategic use of human resources flexibilities, training, workforce restructuring, and succession planning. The Office of Management and Budget complimented Commerce for the comprehensive range of leadership development and certificate programs for employees at all levels, from GS-2 to SES.

• Reducing Hiring Cycle Time

Commerce reduced the average number of work days between the time a vacancy announcement closes until an offer is made from 146 days to 31 days, and that average holds steady today. Work is continuing on the effort to enhance the functionality in the QuickHire automated hiring system to track and further reduce hiring cycle time. Briefings for hiring managers were designed to help them choose the best hiring strategies to meet their needs.

• More On-Line Training

400 new courses were added to the Learning Management System (LMS), and usage is increasing as we improve the system. Employees are encouraged to take full advantage of the opportunities offered through the LMS via the following link:

http://ohrm.os.doc.gov/Training/DEV01_000083.html

The LMS provides one-stop access to over 1800 off-the-shelf and customized web-based training courses. Areas of study include project management, information technology and computer software, leadership, procurement, and many others.

• Human Resources (HR) Summit

500 HR professionals, supervisors and managers attended a summit that focused on skills and knowledge to improve how the Department's workforce is managed.

Strategic Management of Human Capital

The strategic management of human capital requires planning and analysis in order to align people with mission to deliver excellent performance in a results-oriented working environment.

Our vision is to value organizational and management excellence by delivering innovative human capital management solutions in partnership with managers, employees, and our HR servicing offices. Surveys are an important means of measuring progress toward achieving the vision of excellence.